

## Complaint Procedure Form

Thank you for selecting us for your Medical Care! We care about your service!

Please fill out the attached form and identify the issue(s) with the care you received using the procedure below:

- Obtain a *Complaint Procedure Form* from the gray box near the Health Center building entrance or 2<sup>nd</sup> floor elevator door. Forms are also available at the Tribal Center front entrance and on the [www.ojibwa.com](http://www.ojibwa.com) website under the *Department of Health & Human Services* link.
- Complete the form within 5 (five) business days/Senior Citizens have 10 (ten) business days, keep a copy, put the form in a sealed envelope, and turn it into the Patient Registration Clerk at the Health Center. You will receive a dated receipt from the Patient Registration Clerk. The clerk will then deliver the envelope to the Health Administrator, or designee, who will sign and date the copy portion of the receipt and attach to the complaint. The clerk will keep the third copy of the receipt in the receipt book. Forms may also be mailed and will be date stamped when received to:

Attn: Health Administrator

Department of Health and Human Services

102 Superior Avenue

Baraga MI 49908

- The Health Administrator or designee will review and investigate the complaint and respond to the customer in writing via certified mail within 15 (fifteen) business days of the signed receipt.
- If the customer is not satisfied with the decision of the Health Administrator or designee, he/she may appeal (in writing) to the Health Board Chairperson within 15 (fifteen) business days of the date the response was sent to the customer via certified mail.

Attn: Health Board Chairperson

Department of Health and Human Services

102 Superior Avenue

Baraga, MI 49908

- The Health Board will review the complaint appeal at their next Health Board Meeting, make a decision, and respond to the customer in writing via certified mail within 15 (fifteen) business days after the date of the meeting.

***All decisions made by the Health Board will be final.***

- If the customer has not received a response in writing from the Health Administrator or designee within 15 (fifteen) business days of their dated receipt or the date of their form, they will send a copy of their complaint to the Health Board Chairperson (address above). The Health Board will review and investigate the complaint at their next Health Board Meeting and respond to the customer via certified mail within 15 (fifteen) business days after the date of the meeting.

***All decisions made by the Health Board will be final.***

All customer complaints will be reviewed monthly by the Health Administrator or designee and a monthly report will be submitted to the Health Board regarding the number of complaints which were received, reviewed, and replied to.

The Health Board meets the 2<sup>nd</sup> Wednesday of each month, unless an alternate date has been scheduled.

Approved 5/8/13 KBIC Health Board